

Benchmark Job Description

Benchmark Job Title	<u>Case Administrator II</u>	CL-25
Occupational Group	Operational Court Support	

Job Summary

Case administrators perform various functions and are responsible for maintaining and processing case information and managing the progression of cases from opening to final disposition, in accordance with approved internal controls, procedures, and rules. Case Administrators II are fully proficient at managing the progression of cases from opening to final disposition. They perform docketing, noticing, managing the progression of cases, maintaining official case records, monitoring the completion of required procedural steps, preparing case documents for appeal, reviewing filed documents to determine conformity and taking appropriate action, ensuring that all orders and automated entries are appropriately and accurately docketed, and making summary entries on the docket of all documents and proceedings.

Representative Duties

These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.

- Process notices of appeals, and appeal-related documents. Process opinions and close appeals. Make summary entries on all documents and proceedings. Assign claim numbers. Receive and docket terminating documents. Perform quality control on attorney-docketed entries. Accept, review and process documents. Prepare deficiency worksheet/notice. Review filed documents to determine conformity and take appropriate action and follow up with rules, practices, and filing requirements. Prepare correspondence regarding file inquiries, docket sheets, and other file request information. Review new appeals for jurisdiction and initial docketing issues. Set schedules for briefing and record preparation. Refer cases to panels of judges or court attorneys for action. Rule on motions as permitted by local rules.
- Check for prior or prohibited filing. Verify attorney's authority to practice. Monitor for release of exhibits and sealed documents. Verify and issue summons.
- Inform customers of required fees. Receive payments and issue receipts. Secure funds in cash register. Balance cash drawer at the end of the day. Process credit card payments for filed documents.
- Create and process new case files. May assign case numbers to judges and/or magistrate judges. Open cases in case management system. Docket initial opening events. Sort, classify, and file case records. Maintain integrity of the filing system by such means as monitoring proper access to records and maintaining timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys, and others. Certify court documents and ensure data quality.
- Prepare, ship, and retrieve records from the appropriate Federal Records Center. Scan, copy, file, pick-up, and sort mail. Process mail. Process e-mail received from electronic filers. Maintain the mail meter and meter log. Receive and stamp incoming documents. Maintain court files.
- Operate a variety of copying and records equipment. Answer and route incoming calls. Prepare case files for tracking records. Assist the public in use of computerized databases. Provide basic information to public, bar, and the court.
- May record court proceedings. May organize exhibits used in court proceedings, including setting up and troubleshooting electronic evidence presentation systems, assisting with the orderly flow of proceedings.

- Open and process new appeals; assign case numbers for appeals.
- Update creditor and claims database. Note objections, orders, assignments, or withdrawals on claims register. Transmit records to appropriate court. Transmit notices to the Bankruptcy Notice Center (BNC). Ensure event codes are entered accurately.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Court Operations

- Knowledge of local court rules, practices, procedures, and forms. Knowledge of the Federal Rules of Appellate Procedure. Knowledge of purpose and format of legal documents. Knowledge of where to distribute documents. Knowledge of how to process, issue, and certify documents. Knowledge of how to assign case type numbers to judges. Knowledge of procedures for public access to court files. Knowledge of mailing options and requirements. Knowledge of legal terminology. Knowledge of Federal Record Center Policy. Knowledge of basic documents (i.e. pleadings, correspondence, transcripts, etc.). Skill in making docket entries. Skill in checking for prohibited filings and unpaid fees on prior filings. Skill and accuracy in mathematical calculations and data entry. Ability to verify attorney admission.
- Knowledge of how cases proceed through the court system. Skill in determining appropriate course of action for disposition of case. Knowledge of how to file proofs of claims. Knowledge of rules for accepting documents for filing. Knowledge of documents required for closing cases. Knowledge of requirements for making statistical and operational reports to the Administrative Office. Skill in entering creditors and claims disposition into database. Knowledge of court calendars and dockets. Knowledge of docketing requirements. Skill in using Bankruptcy Noticing Center (BNC) to provide notice to parties as required by statute.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Information Technology and Automation

- Skill in typing and use of word processing equipment. Knowledge of requisite court computer programs. Ability to use office equipment and cash registers. Skill in using automated systems and equipment to review dockets and documents.
- Skill in using automated case management systems.

Written and Oral Communication/Interaction

- Ability to communicate effectively (orally and in writing) to individuals and groups to provide information and advise filers of errors. Ability to communicate with parties and answer procedural questions without providing legal advice.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to monitor the quality and completeness of official case records and other documents, insuring compliance with requirements, regulation, and policies. The job also focuses on monitoring the timely and accurate progress of cases from opening to closing to ensure their orderly and efficient movement through the court. This position is critical in moving a case through the judicial system. Although the ultimate responsibility lies with the judge, the actual movement of the case as experienced by the party is primarily determined by this position. Correct docketing and entry of orders timely will be perceived by the public as an efficient and effective judicial process. Errors by this position may have the ultimate consequence of affecting the outcome of a legal matter. Any error in judgment will affect the ability of the system to process the case timely, and could have an effect on the perception of the court to the national body governing the courts. Also, the proximity of this position to the practitioners in the court increases the visibility of any errors and would very quickly reflect negatively upon the particular chambers where the case resides.

Factor 3 – Complexity and Decision Making
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At this level, case administrators monitor and review a wide variety of case documents and make decisions as to subsequent action including preparation of cases for closing. Employees also interpret and summarize a variety of legal documents, and continuously track case progression for the purpose of maintaining accurate and complete court records. They make independent decisions to resolve problems, questions, and daily court issues based on their knowledge and experience.
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Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are chambers staff, and staff of other courts for the purpose of verifying, clarifying, and updating the status of cases.
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Factor 4B – Interactions with External Contacts
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The primary external contacts are the public, parties, attorneys, and other government agencies for the purpose of verifying, clarifying, and updating the status of cases.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Some lifting may be required.
